

## Partner-Initiated Customer Access

Partner-Initiated Customer Access is a program that allows qualified Cisco partners to selectively entitle their customers to have registered use of Cisco.com. Customers of Cisco distributors and partners will need to be sponsored in advance, in order to register on Cisco.com.

To learn more about the Partner-Initiated Customer Access tool, go to [http://www.cisco.com/web/applicat/picaadmin/applications\\_overview\\_partner.html](http://www.cisco.com/web/applicat/picaadmin/applications_overview_partner.html).

### Program Rules for Cisco Partners

- Cisco partners must have a qualified contract type that allows administration of Partner-Initiated Customer Access
- Partners must designate at least one individual from their company as a Partner-Initiated Customer Access administrator

## Administrator Access

### Prerequisites

- Requires a valid Cisco.com ID
- Partner sells their own brand of support

### Register to Be a Partner-Initiated Customer Access Administrator

- **Step 1.** Enter the following URL in your Web browser: <http://www.cisco.com/go/pica>
- **Step 2.** Click **Register to be a PICA Administrator**
- **Step 3.** Type the required information into the form. Please be sure to include the complete list of your company's Cisco support contract numbers.
- **Step 4.** Click **Submit**. Once approved, you will receive an e-mail from [web-help@cisco](mailto:web-help@cisco) stating you are now a Partner-Initiated Customer Access administrator for your company.

## End-User Access

**Note:** If you have not provided a unique end-user registration number and verification key to your end user, they will not be able to successfully move forward in the registration process.

### Prerequisites for Partner's Customer

- Partner-Initiated Customer Access administrator to provide registration number and verification key to end user
- The individual registering must be an employee at the end-user company that has been granted Partner-Initiated Customer Access end-user privileges from your partner's company
- Partner company has a Partner-Initiated Customer Access contract agreement with Cisco
- End user does not need to be registered as a Cisco.com user

## Partner-Initiated Customer Access (continued)

### Program Rules for Partner's Customer

- Partner's customer must have purchased a Cisco product or service from partner
- Customers must have a valid support contract with the partner's company

### Register to Be a Partner's Customer

- **Step 1.** Go to <http://www.cisco.com> using your Web browser. Click **Register**.
- **Step 2.** Under "Your Information," enter required information and select your language preference.
- **Step 3.** Under "Register for Additional Access," select **Customer of a Cisco Certified Partner Initiated Customer Access Partner**.
- **Step 4.** Enter the registration number and verification key that was provided to you by your partner. Click **Submit**.
- **Step 5.** Fill out the additional information requested and click **Submit**.
- **Step 6.** You will receive the following message:

An e-mail has been sent to you at [jdoe@domain.com](mailto:jdoe@domain.com). To complete registration, check your inbox for an e-mail message from Cisco. The process is not final until you follow the link in the message, confirming your information. Upon confirmation of your registration, you will be able to modify entitlements and tool access.

If you have any questions or need further assistance, please e-mail [web-help@cisco.com](mailto:web-help@cisco.com).

### Links

To learn more about the Partner-Initiated Customer Access tool, please visit the following links.

Admin tool:

[http://www.cisco.com/cgi-bin/xtident/pica/welcome\\_2:pica.pl](http://www.cisco.com/cgi-bin/xtident/pica/welcome_2:pica.pl)

User guide:

[http://www.cisco.com/web/applicat/picaadmnr/applications\\_user\\_guide\\_list\\_partner.html](http://www.cisco.com/web/applicat/picaadmnr/applications_user_guide_list_partner.html)

Q&A:

[http://www.cisco.com/web/applicat/picaadmnr/applications\\_qandas\\_partner.html](http://www.cisco.com/web/applicat/picaadmnr/applications_qandas_partner.html)